

Speech to Speech Telephone Relay Service

For people who have Speech Disabilities

What is Speech To Speech?

In compliance with the Federal Communication Commission ruling, Tennessee is providing a dynamic new telephone service for people who have speech disabilities. Speech to Speech (STS) enables a person with a speech disability to use a telephone without using a TTY (text telephone device). Instead he or she can use his or her own voice, voice synthesizer or voice enhancer.

How Does STS Work?

Call either the English or Spanish number above. Specially trained communication assistants know as CAs facilitate the call by listening to the person with a speech disability and revoicing what they say verbatim. The CA is not part of the call. Their job is only to revoice what the caller says. All STS calls are strictly confidential, and federal law provides that CAs cannot reveal the content of any information about a relay call.

When Can I Use STS?

STS is available 24 hours a day, 365 days a year, with no restrictions on the length of the call or the number of calls placed. The call is at no charge if one is making a local call.

Who can use STS?

STS can be used by anyone with a speech disability or anyone who wants to call someone who has a speech disability. STS is an excellent opportunity for people who have Parkinson's disease, Cerebral Palsy, Multiple Sclerosis, ALS, Muscular Dystrophy or other disability that makes it difficult for others to understand your speech. Those who use voice synthesizers voice enhancers or other augmentative communication devices may also benefit from using the STS service.

For further information on STS:	For further information on TTAP:
Lewis DeBoard Tennessee Regulatory Authority	Kevin Wright Tennessee Technology Access Project
V: 615-741-3939 x179 or 1-800-342-8359	V: 615-532-3122 or 1-800-732-5059
TTY: 615-253-4698 or 1-888-276-0677	TTY: 615-741-4566